D: Communication and Interpersonal Skills
A Licensed Practical Nurse will:

**D-1-1** Demonstrate knowledge and ability to apply verbal and non-verbal communication techniques to create therapeutic relationships including:
- respectful tone and manner
- active listening
- paraphrasing and reflecting
- seek clarification
- timeliness
- adjust style as necessary
- write clearly and accurately

**D-1-2** Demonstrate knowledge and ability to apply verbal and non-verbal techniques to establish effective communication with inter-professional team and others.

**D-1-3** Demonstrate knowledge and ability to adapt communication techniques to address barriers including:
- cognitive
- cultural
- developmental
- emotional
- functional
- mental
- social
- spiritual
Major Competency Area:  **D**  
Communication and Interpersonal Skills

Competency:  **D-2**  
Collaborative Team Practice

Date:  June 1, 2015

A Licensed Practical Nurse will:

**D-2-1** Demonstrate knowledge and ability to work toward a collective vision through inter-professional collaboration as outlined in:
- Standards of Practice for Licensed Practical Nurses in Canada
- Inter-professional Competency Framework (Canadian Inter-professional Health Collaborative, 2010)
- employer policy

**D-2-2** Demonstrate knowledge and respect for role of self and other providers in the healthcare system.

**D-2-3** Demonstrate knowledge and ability to engage client, family and others as partners in client centered care.

**D-2-4** Demonstrate knowledge and understanding of principles of team dynamics and group processes to create positive workplace environment.

**D-2-5** Demonstrate knowledge and ability to practice effective interpersonal communication.

**D-2-6** Demonstrate knowledge and ability to utilize a standardized communication tool to enhance communication process such as:
- SBAR situational briefing model:
  - S-situation
  - B-background
  - A-assessment
  - R-recommendation

**D-2-7** Demonstrate knowledge and ability to address and effectively manage conflict.
A Licensed Practical Nurse will:

D-3-1 Demonstrate knowledge and ability to apply critical thinking and critical inquiry in application of the nursing process throughout the therapeutic nurse-client relationship.

D-3-2 Demonstrate knowledge and ability to practice in accordance with professional Legislation, regulation, standards and guidelines of nursing practice.

D-3-3 Demonstrate knowledge and ability to use appropriate communication techniques to establish, maintain and close the therapeutic nurse-client relationship related to:
- advocacy
- cultural competence
- empathy and empowerment
- health teaching and coaching
- supportive measures and intent
- trust and respect

D-3-4 Demonstrate knowledge and ability to define and maintain professional and personal boundaries related to:
- giving/receiving gifts
- caring for family/friends
- conflict of interest
- limited self-disclosure
- understanding interpersonal relationships

D-3-5 Demonstrate knowledge and ability to recognize and address barriers to an effective therapeutic nurse-client relationship related to:
- breach of confidentiality
- personal behavior
- personal bias
- power imbalance
A Licensed Practical Nurse will:

**D-4-1** Demonstrate knowledge of factors that influence teaching and learning including:
- access to resources
- determinants of health
- learning styles and preferences

**D-4-2** Demonstrate knowledge and ability to apply health teaching and coaching principles to achieve effective learning related to:
- goal setting
- motivational practices
- positive psychology

**D-4-3** Demonstrate ability to apply nursing knowledge and clinical expertise throughout health teaching and coaching related to:
- application of best practices
- evidence informed approach to care
- sharing of resources

**D-4-4** Demonstrate knowledge and ability to develop and deliver an individualized teaching and coaching plan to foster client decision making, self-efficacy and navigation of the healthcare system.

**D-4-5** Demonstrate knowledge and ability to evaluate teaching, coaching and learning outcomes.
A Licensed Practical Nurse will:

D-5-1 Demonstrate professional accountability and responsibility to ensure adherence to legal protocols and documenting and reporting guidelines.

D-5-2 Demonstrate knowledge and ability to ensure accurate, concise and complete documentation.

D-5-3 Demonstrate knowledge and ability to adhere to applicable legal protocols and Legislation affecting client.

D-5-4 Demonstrate knowledge and ability to adapt documenting and reporting according to specific practice setting requirements and agency policy.

D-5-5 Demonstrate knowledge and ability to obtain informed consent throughout care delivery as appropriate and according to agency policy.

D-5-6 Demonstrate knowledge and ability to manage, report and document refusal of treatment or self-discharge.

D-5-7 Demonstrate knowledge and ability to appropriately report and collaborate within inter-professional team.
A Licensed Practical Nurse will:

D-6-1  **Demonstrate knowledge and ability to accept, transcribe and initiate orders from authorized health professional(s) according to agency policy related to:**
- electronic
- phone
- verbal
- written

D-6-2  **Demonstrate knowledge and ability to contact authorized health professional(s) to clarify a suspected unsafe or questionable order:**
- confirm accuracy and completeness
- discuss potential actions and/or interactions
- share concerns related to clients changing needs
A Licensed Practical Nurse will:

D-7-1 Demonstrate knowledge and ability to recognize common sources of conflict in self and others including:
- beliefs, values, and biases
- expectations
- financial concerns
- individual differences
- professional roles

D-7-2 Demonstrate knowledge and ability to intervene immediately in urgent situations involving conflict related to:
- safety of patient(s)
- safety of self or others

D-7-3 Demonstrate knowledge and ability to focus on the problem/issue not the individual(s).

D-7-4 Demonstrate knowledge and ability to manage conflict effectively by identifying:
- problem/issue
- subjective interest/investment
- mutual options/possible resolutions
- objective criteria

D-7-5 Demonstrate knowledge and ability to consult with appropriate professional(s) as required in situations of conflict.